



Washington State Department of
Information Services

**Information Technology Specialist 3 (ITS3)
State Network Control Center**

SALARY: \$49,368 – \$64,740 per year (Range 58)

OPENS: June 7, 2010

CLOSES: June 14, 1020

Location: Olympia, Washington

Agency Profile

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board (ISB) and other committees.

Job Overview

This position works in a highly dynamic, time sensitive environment providing network configuration support, problem resolution and maintenance support for DIS' Telecommunication Services Division (TSD). The networks supported are a mix of high capacity Synchronous Optical Networks (SONET), Asynchronous Transfer Mode (ATM), Frame-Relay, Transmission Control Protocol/Internet Protocol (TCP/IP) and other technologies, supporting State and Local governments, and K20 Educational services.

Qualifications

Three years experience working with Cisco routing and switching equipment in a production environment, which includes two years experience with LAN/WAN Cabling and Equipment Installations and one year experience working with Frame Relay and ATM Networks, Ethernet Networks and Fiber Optic systems.

Desired Qualifications

- Two years of experience working with customers to provide support on telecommunication equipment by both phone and email communication.
- One year of experience with Cisco and/or Avaya Voice over IP (VoIP).
- Bachelors Degree in Computer Science or related field.

Working for DIS

DIS is an agency on the move. With a talented workforce that has a depth of knowledge and understanding of information technology, DIS provides constructive, reliable and responsive services for all their clients.



DIS offers extensive opportunities for career growth and personal development through workshops, seminars, training and other promotional opportunities.

As one of the top ten places in the country for business and careers (Forbes' Magazine, 2007), and conveniently located at the crossroads of business and leisure, Olympia has become the preferred destination zone for business professionals in the Pacific Northwest.

Olympia is on the Puget Sound and is within easy driving distance of the rugged Olympic National Park, the city of Seattle, Mt. Rainier, Mt. St. Helens, and Pacific Ocean coastal beaches: all offering ample outdoor recreation opportunities. Home to an internationally-recognized educational institution and a vibrant arts scene, Olympia is also the location of the outstanding Farmer's Market, located at the downtown waterfront.

Employee Benefits

The State of Washington offers a comprehensive and competitive package of benefits to match the needs of our diverse workforce.

DIS eligible employees can choose from our outstanding [benefit package](#) including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; deferred compensation plans; educational benefits program; paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

Special Notes

The incumbent of this position must be willing and able to work various schedules and shifts such as days, swing, weekends and on-call. For the position we are currently filling, the work schedule is Wednesday thru Saturday, 1:30pm to midnight.

This position is covered by a union security provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees, or pay other representational fees within the first 30 days of employment.

The incumbent in this position will be required to pass a Washington State Patrol criminal background check and meet all standards set by the WSP.

This announcement may be used to fill vacancies on multiple shifts.

How to Apply

Please submit a letter of interest with a detailed description of your experience as it pertains to the Qualifications listed. Please include a current resume, [Washington State Application](#) and a minimum of three professional references.

Please send your application materials via the State's recruitment site, Careers.wa.gov.

Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, may call (360) 902-3543 or Telecommunications Device for the Deaf 1-800-833-6388.

Applicant Profile Form



Washington State Department of
Information Services

As a separate part of the application process, you are requested to voluntarily complete and return the [Applicant Profile](#) sheet with your completed application. This information will be treated as confidential. This page will be separated from your application and used by authorized personnel only.

The Department of Information Services is an equal opportunity employer.